

EXHIBIT A
Planning for the Future of the Via Christi Libraries
Statement of Work

Background

The Via Christi Library project will involve an assessment and evaluation of operations and services which will lead to the development and implementation of a long-term strategic plan. The goal of this long-term plan will be to increase opportunities for enhancement of the skills and knowledge of health professionals utilizing Via Christi medical libraries, resulting in improved quality of patient care.

Objectives

To achieve the project goal of the development and implementation of a long-term strategic plan for Via Christi Libraries, the following objectives (activities) will be undertaken:

1. Conduct utilization assessment of current users of Via Christi Libraries. The population to be surveyed under this objective, and the primary beneficiaries, will be registered nurses (RNs), physician assistants (PAs), medical residents and physicians.
2. Conduct assessment of non-users of Via Christi Libraries. Effort will be made to identify professionals in this population and determine the reasons why they do not utilize the services of the libraries.
3. Conduct internal assessment and evaluation of current capacity and capability of the Via Christi Libraries. This information will establish our operations baseline. From here we will formulate changes and enhancements to the libraries over the next five years.

Activities

Contract with outside surveyor to assist in development and implementation of assessment.

Develop assessment tools: survey, telephone interview, focus group interview and web survey.

Develop inventory and operations assessment tool.

The internal assessment and evaluation of current libraries capacity and capabilities will be carried out by the librarians at each respective site during the survey period (December 1, 2004 – May 30, 2005).

The assessments of users and non-users of Via Christi Libraries will be carried out utilizing the following tools (and minimum response population size):

- self-reporting surveys (360)
- telephone interviews (50)
- focus group interviews (2 groups – 12 persons each group)
- random self-reporting surveys (web-site users only) (360)

Users of the Via Christi Libraries will be invited to participate in a written utilization and satisfaction survey each time they make a physical visit to any of the three library sites

Users will be asked if they would like to participate in an extended telephone survey to secure greater detail on responses and/or recommendations to benefit the libraries.

Participants will also be asked if they wish to participate in a focus group interview to take place at one of the Via Christi Libraries (to be held June 2005).

Randomly selected web site users will receive a “pop-up” survey.

For non-users, librarians of Via Christi will solicit nurses, physicians, medical residents and physician assistants to participate in the written survey, as well as the telephone and focus group interview.

- Invitations to non-users will be made through the weekly in-house newsletter publication “Via Christi This Week” (circulation 3,700).
- Presentations will be made by librarians to monthly department staff meetings.

Via Christi librarians will conduct noon-time survey activities in the employee cafeterias of Via Christi (St. Francis and St. Joseph locations) twice during the six month survey period.

The surveyor will collect responses and survey data to be presented to Via Christi no later than July 30, 2005.

A long-term strategic plan (5 years) will be developed.

The outcomes of all three assessments and the long term strategic plan will be shared with the administration officers (CEO, CFO, COO & Vice Presidents) of the Via Christi Regional Medical Center no later than August 30, 2005.

Project Timeline

Date	Activities
September 20, 2004	Public announcement of award
September 30, 2004	Contract to Emporia State University for surveyor services
October 30, 2004	Meetings with librarians and surveyor to develop survey tools
November 20, 2004	Survey tools tested, finalized and printed
November 20, 2004	Website “pop up survey” ready for posting
December 1, 2004	Surveys begin with users & non-users
December 30, 2004	Librarians begin to conduct incentive events at employee cafeterias
May 30, 2005	All surveys and internal assessment concluded
July 30, 2005	Librarians & surveyor review survey outcomes; analyze data and draft recommendations for five-year strategic plan
August 30, 2005	Librarians meet with Via Christi administrative officers to present and discuss five-year strategic plan, outcomes are quantified (outputs)
September 30, 2005	Strategic plan and accompanying budget for each fiscal year finalized and disseminated
November 30, 2005	Implementation of recommendations for first year of plan begins; plan to include frequency of user/non-user surveys in order to determine if strategic plan goals are being met

Strategic plan will cover FY 2005 – FY 2009. The fiscal year for Via Christi is October 1-Sept. 30.

Evaluation

- Changes implemented will be measured against the baseline data and survey information collected during this 15 month project period.
- Standard points of survey and assessment will be established (such as quarterly or mid-year) in each of the five years of the strategic plan.
- Output goals will be established in the five year plan (i.e. number of physicians accessing journals increased by 10% in Year 2) in order to provide measurement of success or failure of the changes and improvements implemented.

Deliverables

Deliverables to be submitted to the NN/LM-MidContinental Region in Salt Lake City, Utah:

- Quarterly reports are to be filed online at:
<http://nnlm.gov/projects/submitter.html?code=mcrquarterreport> Reports are due 15 days after the close of the quarter.
- Reports will be due:
 - January 15, 2005
 - April 15, 2005
 - July 15, 2005
 - October 15, 2005
 - January 15, 2006Last quarter and Final Report due: May 30, 2006
- A final report including the final evaluation is due 30 days from the last day of the performance period. The NN/LM-MidContinental Region will provide you with the form to be completed. The final report must include a narrative summary of project accomplishments; sites where training was done and a description of training sites; description of target audience; list of exhibits, if applicable; approaches and interventions used; project evaluation results; observations on problems or barriers encountered; impact of the project; and recommendations for improvements, alternative methods, insights, etc. In addition, a graphical compilation of web site statistics, classes and demonstrations conducted of NLM databases, and meetings attended, must be provided.
- Any materials (promotional materials, training materials, articles etc) developed or produced for this project will be provided in electronic format (whether in ASCII, HTML, PDF, or other document formats). In accepting the award, the bidder gives permission for use of such materials by the NLM and NN/LM.
- The bidder may also be asked to provide information to the RML or to NLM, such as IP addresses, which will be used to track usage of MedlinePlus, PubMed or *ClinicalTrials.gov* by institutions participating in the project.
- Information on training materials developed under this contract should be submitted to the [National Training Center and Clearinghouse](http://nnlm.gov/train/suggest.html) (NTCC) (<http://nnlm.gov/train/suggest.html>).

EXHIBIT B
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Budget

Expense Item	NN/LM Subcontract	Applicant Match	Total
Salaries & Fringe Via Christi Librarians \$25.83 X 520	\$ 1,500	\$11,932	\$13,432
Contacted Surveyor Emporia State University	3,000	0	3,000
Non-Personnel Costs			
Telephone/Long Distance	500	0	500
Printing	0	300	300
Web site maintenance	0	1,000	1,000
Photocopying	0	200	200
Incentive Items	0	200	200
Beverages for Focus Groups	0	50	50
Overhead/Indirect Costs @ 14.9%	0	2,038	2,038
Total	5,000	15,720	20,720

EXHIBIT C
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Publishing

Recipients of NN/LM funding are strongly encouraged to consider publishing results from NN/LM funded projects in journals that make their contents freely available on the Web.

All publications should include the following statement or acknowledgement: “This project is supported under contract no. NO1-LM-1-3514 with the NN/LM MidContinental Region from the National Library of Medicine.”